

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes
Via Teleconference
Wednesday, November 10, 2021
1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, November 10, 2021 at 1:00pm via Teams.

In attendance:

EDTAC MEMBERS:

Blake Roberts, Chair
Kathleen McCool
Cindy Carcia

DTC Representatives:

Lori Yeager, Paratransit Support Services Manager
Cean Carter, Eligibility Supervisor
Belinda Strickland, Civil Rights Specialist
Margaret Webb, Paratransit Director
Latonya Steele, Customer Service Supervisor

Guest:

Lloyd Schmitz

Members Absent:

Jim Shiber
Ken Moore
Catrina Gosine

Call to Order

Blake Roberts, Chair, called meeting to order. July and September meeting minutes were tabled. Blake discussed with the committee to change the meetings from bi-monthly to quarterly. A vote was made to change meetings from 6 to 4. Blake will send an email to the rest of the committee to inform them of the changes.

Round Table Introductions

Eligibility Stat Update- Cean Carter Eligibility Supervisor

Total: 2216 Application	Total App Average: 22.6
1363 New App	New App 136.3
853 Recert	Recert App 85.3
0 Denials	Denial 0
23 Dialysis	Dialysis 2.3
16 Visitor	Visitor 1.6
57 Elderly	Elderly 5.7
98 Temp	Temp 9.8
1 Con	Con 0.1

Total:
836 UNC
588 UTP

Total App Average:
UnCon 83.6
UTP 58.8

On Time Performance- Margaret Webb, Paratransit Director Paratransit

(Data forwarded to members)

Trip counts and On Time Performance statewide through October 2021

November 2020 – statewide trip count 34,083

NCC – 17,527 – 94% on time KC – 7,968 – 96% on time SC – 7,579 – 94% on time

December 2020 – statewide trip count 33,046

NCC – 17,541 – 94% on time KC – 7,968 – 95% on time SC – 7,537 – 93% on time

January 2021 – statewide trip count 31,677

NCC – 17,848 – 96.3% on time KC – 7,532 – 95.4% on time SC – 7,297 – 92.5% on time

February 2021 statewide trip count 31,176

NCC- 16,371- 94.5% on time KC- 7,361- 94.6% on time SC- 7, 444- 93.1% on time

March 2021- statewide trip count 42,157

NCC- 22,540- 92.9% on time KC-9,829- 94.3% on time SC- 9,788- 92% on time

April 2021- statewide trip count 42, 650

NCC- 23, 202- 90.6% on time KC- 9,421- 94.1% on time SC- 10,027- 89% on time

May 2021- statewide trip count 40,685

NCC- 22,745- 89.5% on time KC- 9,730- 92.8% on time SC- 8,210- 88.7% on time

June 2021- statewide trip count 45,303

NCC- 24,095 86.1% on time KC- 10,345 92.8% on time SC- 11,657- 81.7% on time

July 2021- statewide trip count 48,690

NCC- 25,380 88% on time KC- 10,571 91.6% on time SC-12,739- 88.9% on time

August 2021- statewide trip count 51,6600

NCC- 27,309 88% on time KC- 11,170 93.2% on time SC- 13, 311- 88.3% on time

September 2021- statewide trip count 55,692

NCC- 30,409 87% on time KC- 11,988 89% on time SC- 13, 295 81% on time

There are currently 128 Paratransit Operators should have 168 however, 20 Operators went over to Fixed Route.

On Time Performance- Paul Kulesza, Fixed Route Director

The combined on-time performance average for **October 2021 FY 2022 was 70%**.

New Castle County Fixed Route was **66%**

New Castle County Contract Services was **92%**

Kent County Fixed Route was **84%**

Sussex County Contract Services was **62%**

Septa was **63%**

Resorts was **79%**

Updates from DTC:

- Latonya Steele, Customer Service Supervisor

Fixed Route service change proposal Wednesday, 24, 2021 in person at DTC Administrative offices in NCC, Dover, Lewes Transit Center. There will be two on Wednesday. December 8, 2021 and Tuesday, December 14, 2021 at 12pm-1p, and 6pm to 7pm.

- Lori Yeager, Paratransit Support Services Manager

Paratransit service in new Castle Co. is currently not at capacity so Elderly Only customers will be allowed to schedule trips at this time.

Open Forum

Adjourn

